

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET

SACRAMENTO, CA 95814



February 26, 1985

To: All County Welfare Directors
County Administrative Officers

Letter No. 85- 11

TELEPROCESSING UNIT GUIDELINES

This letter is to inform counties of new guidelines at the Health and Welfare Agency Data Center (HWDC) teleprocessing unit for handling county calls regarding MEDS.

In response to complaints from several counties about the level of service provided to the counties by the HWDC teleprocessing unit, guidelines to improve service have been developed. These guidelines are outlined below.

- o Incoming callers will not be left on 'hold' for more than two minutes without HWDC responding to call. The Data Center will give the caller the option of continuing to hold or returning their call if no one is available to respond to the call within the two minute requirement. If the caller elects to have HWDC return the call, the Data Center will have the next available staff member return the call.
- o If the system is 'down', a Data Center recording will advise the counties of the problem and provide an alternate number to call if they still need assistance.

If counties continue to experience problems with the HWDC teleprocessing unit, they may call the Department of Health Services, Data Systems Branch hotline at (916) 322-4288.

Should you have any questions regarding the above information, please contact your State MEDS liaison.

Sincerely,

Original signed by

Doris Z. Soderberg, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Program Consultants
Medi-Cal Liaisons